

Chairman: David Finch

Managing Director: Cecilia Tredget

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To whom it may concern

### **Marilyn Smyth – Testimonial**

The East of England LGA is a Registered Employers Association of the Local Authorities in the East of England. We offer our Local Authorities support with a variety of issues and are really concerned to make sure that the support we provide for them is of an excellent quality and is good value. Part of our service is to offer out associates through our Talent Bank to help with investigations and mediations to ensure staff relations are appropriate and that workers can continue to give a professional service to local residents.

Marilyn Smyth has been working with the East of England LGA through the Talent Bank for seven years. During that time, Marilyn has undertaken over 40 investigations and nearly half as many mediations on our behalf. We have received some very positive customer feedback and considering the sensitive nature of the work, that is no mean feat.

We value Marilyn for her integrity and dedication to navigating through difficult situations to an appropriate outcome, bearing in mind the needs of all parties. She will work diligently towards a positive outcome while still taking account of the budgetary pressures in Local Government and will keep clients aware of costs and timelines associated with any piece of work she is undertaking.

Marilyn has extensive experience which she puts to good use; encouraging as open and honest a dialogue as possible in difficult circumstances. Marilyn will challenge contradictory evidence in a way that allows individuals to reflect and reconsider before she makes a judgement on suitable recommendations for a way forward. She will also inform us if she has concerns so that we can offer appropriate support.

The majority of our clients that she has worked for, ask for her again if similar situations arise. This is a clear signal that she is highly valued by our clients. Marilyn is a highly valued as an Associate and it is always a pleasure to work with her. We highly recommend Marilyn for work on investigations and mediations.

Yours sincerely,  
*Lucy Ashwell*

Lucy Ashwell  
**Senior Manager**